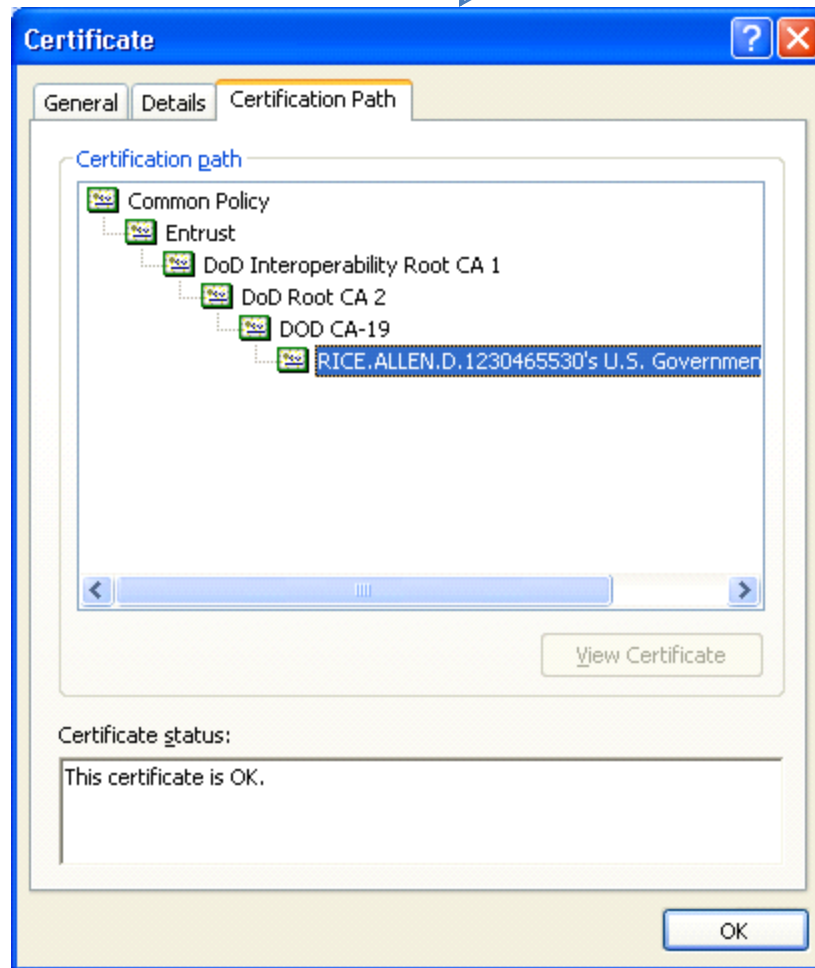
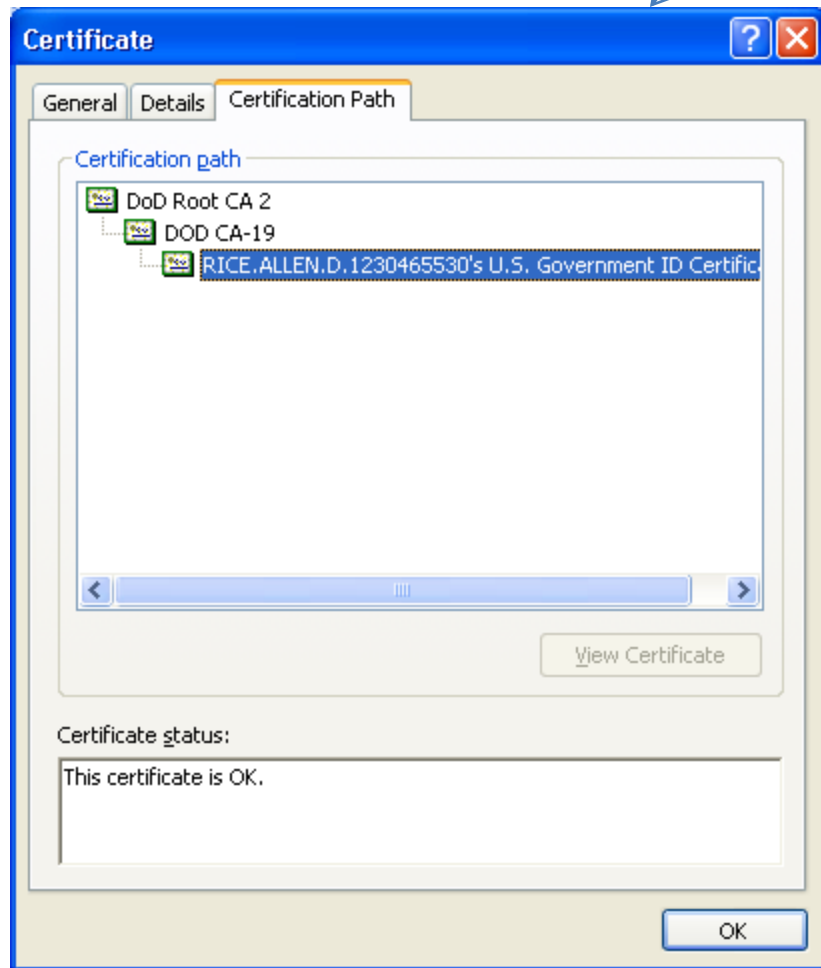


Procedure to Correct Invalid Certification Path for GCSS/IDE/AV Registration/Logon

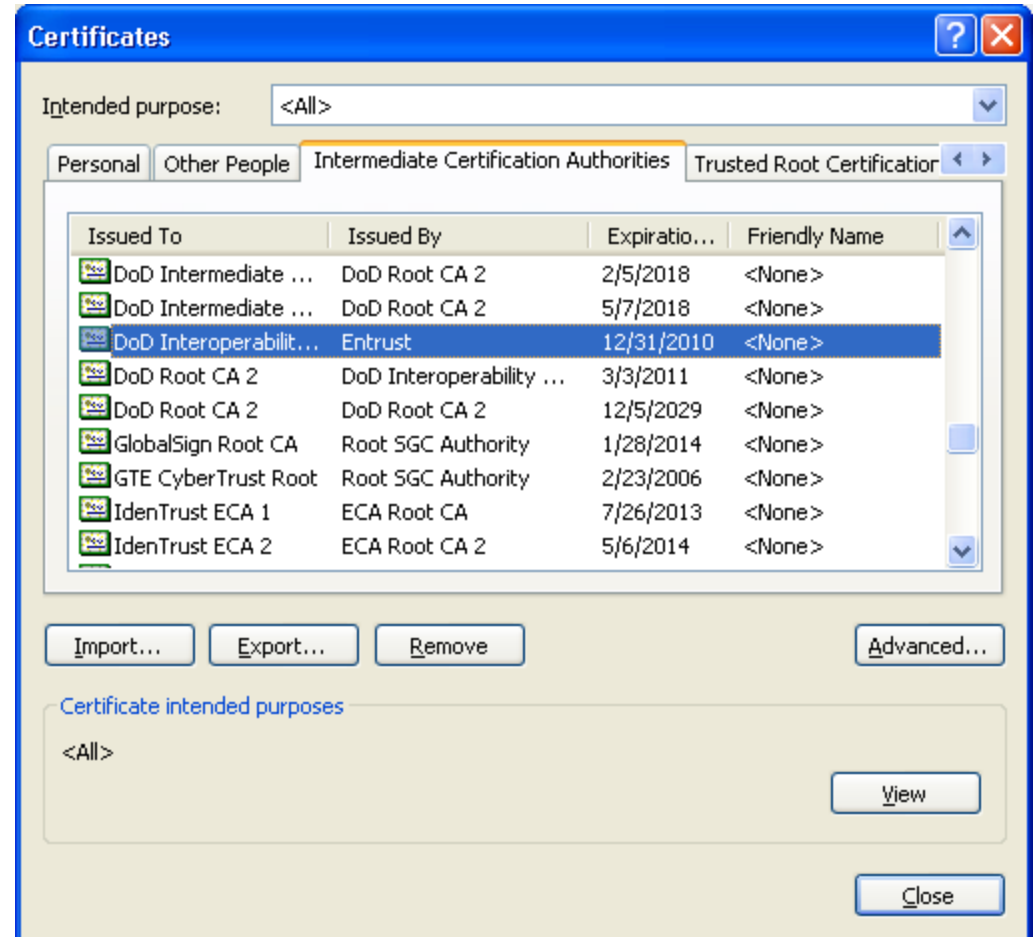
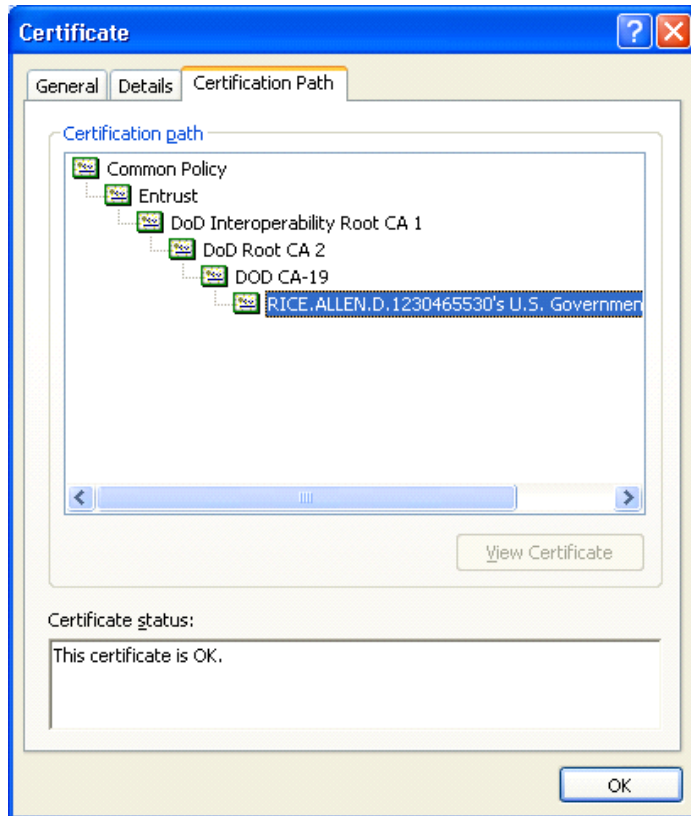
Open IE >> Tools >> Internet Options >> Content >> Certificates >> Personal >> Double Click non-email certificate >> Certification Path

Your path should have 3 levels like the example on the left, if it has something similar to what is on the right then proceed through the slides to correct the issue.



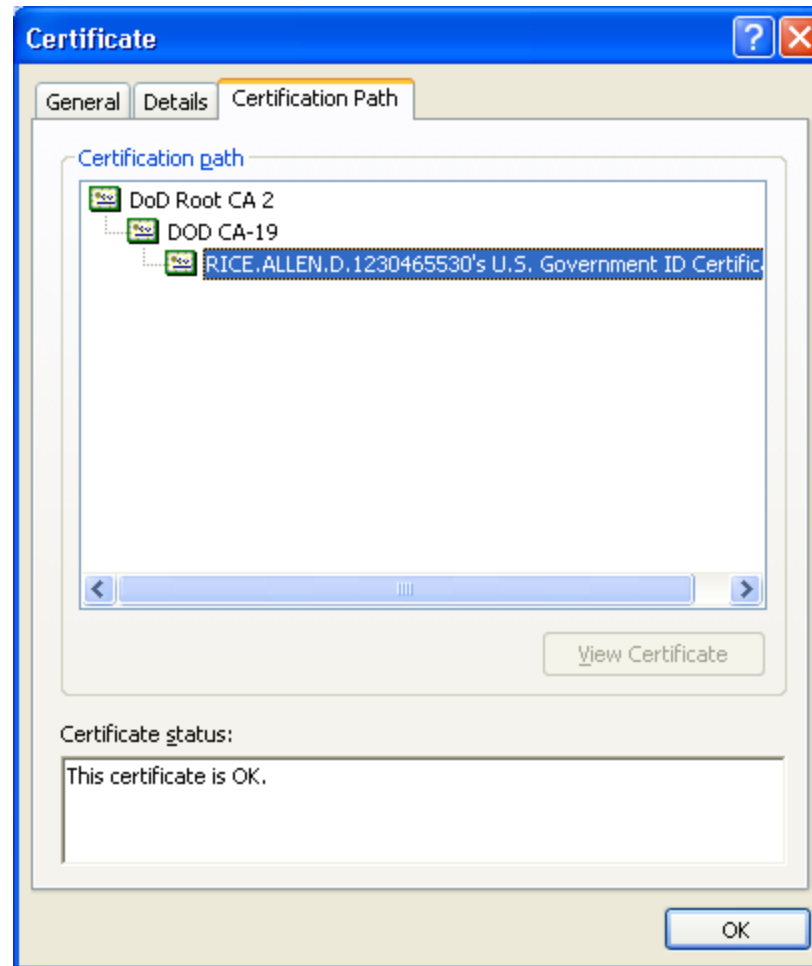
Open IE >> Tools >> Internet Options >> Content >> Certificates >> Intermediate Certification Authorities

On the left is the example of a bad path for the non-email certificate. In the example below I located the “Entrust” entry on the “Intermediate Certification Authorities” panel and removed it by highlighting clicking on the entry and clicking the remove button.



Close IE >> Open IE >> Tools >> Internet Options >> Content >> Certificates >> Personal >> Double Click non-email certificate >> Certification Path

Your path should now have 3 levels like the example on the below and you should be able to access GCSS/Data Discovery Portal or AV with your non-email certificate



If at this point you are still unable to access the Data Discovery Portal performing the additional steps below may provide the remedy.

- Tools>Internet Options>Content>Certificates>Intermediate Certification Authorities> Highlight the “Entrust”, “Common” and “DoD Intolerability” certs>Click Remove> then go to the Personal tab> Clear all personal certs.
- On the bottom right tool bar, double click the ActivClient Agent>Right click on My Certificates>Select “make certs available to windows”.
- Process complete, attempt logon again.